

LICENSE INSPECTOR

DESCRIPTION

The License Inspector's Office ensures and enforces proper licensing of vehicles, businesses, and professionals as set forth under Chesterfield County

Code and state laws. The department has consistently delivered the highest levels of service at the least possible cost to county taxpayers.

FINANCIAL ACTIVITY

	FY2002 Actual	FY2003 Adopted	FY2004 Biennial Planned	FY2004 Adopted	Change FY2003 to FY2004	FY2005 Projected	FY2006 Projected	FY2007 Projected
Personnel	\$381,411	\$409,900	\$409,900	\$424,100	3.5%	\$424,100	\$424,100	\$424,100
Operating	44,758	59,000	59,000	58,600	-0.7%	58,600	58,600	58,600
Capital	<u>11,259</u>	<u>0</u>	<u>0</u>	<u>0</u>	0.0%	<u>0</u>	<u>0</u>	<u>0</u>
Total	\$437,427	\$468,900	\$468,900	\$482,700	2.9%	\$482,700	\$482,700	\$482,700
Revenue	<u>12,737</u>	<u>0</u>	<u>0</u>	<u>0</u>	0.0%	<u>0</u>	<u>0</u>	<u>0</u>
Net Cost	\$424,690	\$468,900	\$468,900	\$482,700	2.9%	\$482,700	\$482,700	\$482,700
FT Pos.	9	9	9	9	0	9	9	9

BUDGET ANALYSIS AND EVALUATION

In conjunction with the Commissioner of the Revenue and Treasurer, the License Inspector will be impacted by the Personal Property Rewrite System scheduled for implementation in FY2003. The system's implementation will ultimately improve customer service and efficiency by allowing information to be more easily accessed across county departments. While the system will positively impact the License Inspector's office, it will require training of staff from all departments that utilize it. For more information on the Personal Property Rewrite project, see the Commissioner of the Revenue's and Treasurer's narratives.

Staff within the License Inspector's Office is currently participating on a team to improve the

vehicle license decal process. This will become a cross-functional team incorporating members from other county departments. The changes to the county's business license structure have impacted the License Inspector's ability to generate business license revenue for the county. Currently, businesses with under \$200,000 in gross receipts pay only a \$10 fee, whereas in previous years many of these businesses had to pay a tax based on their gross receipts. While the License Inspector's Office must still enforce business licenses and expects workloads to continue to be high in FY2004, these efforts produce less in delinquent business tax revenue due to the exemption for businesses with gross receipts below \$200,000.

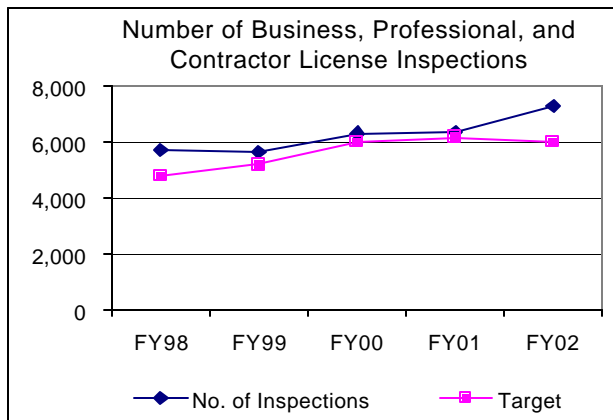
LICENSE INSPECTOR

HOW ARE WE DOING?

Goal: Conduct business, professional, and contractor license inspections in accordance with applicable laws. Supports countywide strategic goal number 5

Objective: Enforce county code requirements

Measure: Number of business, professional, and contractor license inspections



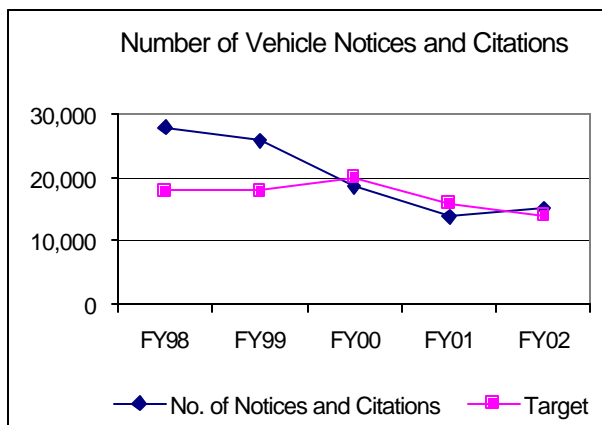
Initiatives

- Field inspections
- Monthly performance reports
- Tracking number of inspections per inspector

Goal: To enforce vehicle registrations. Supports countywide strategic goal number 5

Objective: Enforcement of county license decals

Measure: Number of vehicle notices and citations



Initiatives

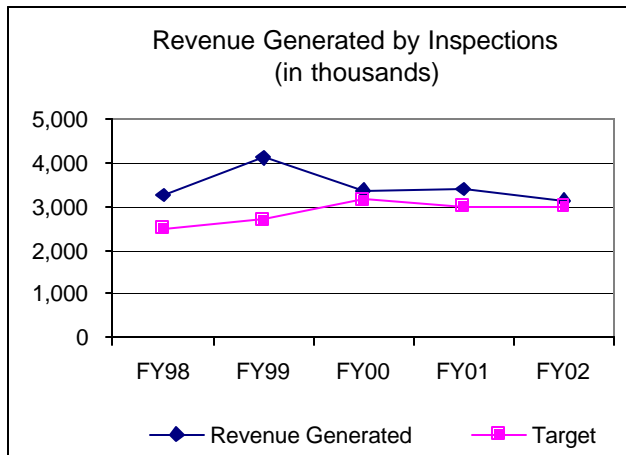
- Proper staffing levels
- Workload management

LICENSE INSPECTOR

Goal: To ensure collection of delinquent property tax and business license revenue. Supports countywide strategic goal number 1

Objective: To generate audit revenue

Measure: Revenue generated by inspections



Initiatives

- Inspections
- Departmental performance reports

WHERE ARE WE GOING?

The License Inspector's Office is dedicated to the ideas of continuous improvement. Staff will continue to evaluate business processes for improvement and implement change where necessary. The department plans to continue its emphasis on professional training and development for all staff through use of both county training and participation in regional code enforcement groups.

The department will continue to maximize the effectiveness of its personnel to meet service requirements in future years. Future funding requests will be necessitated primarily by the increases in service demands that are driven by the rate of growth in the county. Until such time that the existing resources are no longer sufficient, staff will continue to focus on using the most innovative and cost effective methods to provide quality services to its customers.